



The library allows chatbots an optimal all-round view of various business data. You can retrieve important business information via instant message and have it presented visually. For managers, this tool offers an information benefit, as defined indicators (KPI) can be called up in real time at the right time in the meeting. There is no need to constantly log on to the system to monitor key performance indicators (KPI). This not only saves valuable time for other activities, but also gives you the opportunity to take proactive actions. The chatbot will send you important updates from the business system via instant message. This keeps you up to date when business critical key figures change.

The push functionality of Instant Messenger ensures that new updates are displayed directly on the lock screen of the smartphone. You can extend the capabilities of the chatbot with custom commands and define which actions trigger an instant message to your smartphone. Keep track of KPIs. Stay well informed by defining what information is sent to you. Let your business chatbot warn you immediately when thresholds are exceeded, so you can react faster to critical situations and take immediate action.

We'll make it fitting

- Available as on-premise and cloud solution
- The data can be obtained from any source. Either static (as a file) or dynamic as real-time data from the business system.
- The Business Visualizer can be customized by our experts to meet your specific requirements
- Define custom commands and actions to communicate with the business system

You have the choice

- Adaptation of KPI status information: Use our templates or compose the desired KPI system information yourself, which should appear in the instant message
- We offer a variety of charts. For example, your data can be visualized as Bar-, Pie-, Line-, Area-, Dial-, or GANTT chart.
- Use with various instant messenger providers such as Facebook™ Messenger, Microsoft Skype for Business™, Microsoft Teams, Slack, Telegram™ Messenger, Threema and XMPP

The security of your data is important to us

- The communication between the platform and the business system is encrypted. In addition, the connection is validated.
- We use servers that are operated in Germany to fully compliant with the new EU General Data Protection Regulation (GDPR)

Respond faster in critical situations

- Keep control in hazardous situations by receiving critical KPI information as an instant message

Benefits for you and your customers

- Don't let your customer hang (in the dark) with automatic notifications
- Work simplification for managers and decision-makers
- Transparent and more effective communication



Technical details at a glance

Availability

- On-Premise
- Cloud

The Business Bot Platform is available for Microsoft Windows Server and Linux (RHEL/CentOS)

Security

- End-to-end encryption

Supported Versions

- All business systems with API interface via JSON

Other formats (e.g. XML) can be certified on request.

Supported languages

- German
- English

Other languages can be added (Prerequisite: Language must be defined in UTF-8 language space)

Does it require a special setup?

Administrators can set up quickly. The integration of business systems via JSON / XML requires the use of development resources. End users don't have to deal with downloads, plug-ins or learning curves, just use their smartphone.

What do I need to get started?

To use the Business Visualizer, your organization needs a Business Bot Platform license (Edition Business or Enterprise). Certain instant messengers may require a paid subscription.

About Citunius

Citunius is a software provider of professional chatbot solutions focused on network monitoring, service management, and knowledge management. The company supports customers in the implementation of strategic initiatives in the field of IT Service Management (ITSM), IoT, ERP and CRM. The Business Bot Platform has recently launched as the first independent chatbot platform with marketplace for professional business systems. The platform is available worldwide as cloud and on-premise solution and enables customers to build personal digital assistants as well as building intelligent dialogue systems aligned to custom business needs. Detailed information about the Business Bot Platform is available at www.citunius.de.

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